

# MANUAL TRANSMITTAL

**Arkansas Department of Human Services**  
Division of Children and Family Services (DCFS)

**{ } Policy   { } Form   {X} Policy Directive**  
**Service Programs Policy Manual**

**Issuance Number: FSPP 2007-10**  
**Issuance Date: October 8, 2007**  
**Expiration Date: Until Superseded**

**From: Pat Page, DCFS Director**

**Subject: Executive Directive: Procedure That Should be Followed When the FSW Disagrees With Determination of Medicaid Ineligibility for a Child in Foster Care**

---

This Executive Directive establishes the procedure that should be followed when a worker believes that the decision to deny Medicaid services to a child in foster care is not in the best interest of the child. This Executive Directive also identifies the point at which an appeal may be filed.

If the Family Service Worker (FSW) disagrees with the determination that a child in foster care is ineligible for Medicaid service(s):

- The FSW will notify the County Supervisor who will notify the Area Manager.
- The Area Manager will contact the Assistant Director (AD) of Community Services.
- The AD of Community Services will contact the Director of the Division of Medical Services or his/her designee to discuss and attempt to resolve the issue.
- The Assistant Director of Community Services will ensure that the County Supervisor, Area Manager, and FSW are advised of the outcome of the meeting.

If the issue does not get resolved between Divisions, the FSW may file an appeal on behalf of the child according to the guidelines established by the Division of Medical Services.

The FSW must:

- Obtain and complete a Departmental appeal form (DHS-1200) from the County Office.
- File the form with the Appeals and Hearings Section within thirty (30) days of the date on the notification letter.

**THIS EXECUTIVE DIRECTIVE IS EFFECTIVE IMMEDIATELY.**  
**Submit Inquiries to: DCFS Policy Unit, phone (501) 682 – 8451**